



National Finance Center Customer Notification

Date of Notification: December 9, 2009

**Subject: Customer Improvement Initiative - Software Problem Report (SPR)
Priority Codes Refined**

Database/Customer(s) Affected: All

Dear Customer:

Issues encountered by NFC's Payroll/Personnel System (PPS) customers sometimes require intervention by NFC operational and/or developmental staffs for resolution. When developer/operational intervention is required, the Payroll/Personnel Call Center creates a Software Problem Report (SPR). To improve service to our customers, NFC has made significant changes in how we address SPRs to reduce the turnaround times associated with resolving them. In connection with the improved SPR procedures, we incorporated more stringent turnaround times to resolving the stated issues in the PPS Service Level Agreements (SLAs) for Fiscal Year 2010.

When issues are reported to Call Center staff, they gather information from the customer to determine if an SPR is needed to resolve the issue. Once the Call Center determines an SPR is needed, they assign a priority to the issue (i.e., Critical, High, or Normal). The Call Center also provides the person who contacted them with a unique tracking number for follow-up purposes. Based on

"Tip of the Week"

Agencies are reminded to periodically review their reports received from NFC to ensure that the requirement for the report and the number of copies remain valid.

the impact and urgency of the issue, the NFC has established the following turnaround times for SPR resolution:

Prioritizing Software Problem Reports

Priority	Turnaround Time	Examples
Critical	5 workdays or fewer	<ul style="list-style-type: none">• Application/software is inoperative. There is a catastrophic failure• Missing T&A data for an entire organization• Employee will not be paid and there is no workaround available (e.g., 14-liner or AD-343).
High	10 workdays or fewer	<ul style="list-style-type: none">• Current pay-related data fixes• Processing issues
Normal	15 workdays or fewer	<ul style="list-style-type: none">• Non-pay related data fixes• Non-current pay-related issues

Under certain conditions, additional time or system modifications may be needed to resolve the issue. When this occurs, the Call Center follows up with the person who contacted them about the problem to keep him/her informed about NFC's resolution efforts.

We are confident this streamlined process for resolving SPRs will reduce customer concerns surrounding issue resolution.

We will send a separate communication to our **EmpowHR** customers on the Incident Report (IR) resolution process.

If you have any questions regarding this notification, please contact the NFC Payroll/Personnel Call Center at 504-255-4630, Option 2.

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